ATTENTION: All Employees who use DIAL-UP data Modems to access LANL's Unclassified Network Services

Big changes are coming for users of the Laboratory's dial-up system to access LANL network services. If you use remote access dial-up data modems via 665-4114 (local), 1-888-623-3639 (long distance), 1-800-665-2762 (also long distance), or 665-6245 (ISDN), then you will be affected by the new modifications to the dial-up modem process. These changes to the laboratory's dial-up service are essential to enhance network security and reduce the risk to sensitive-unclassified information on the Yellow Network.

FIBERLINK (long distance service)

A contract has been awarded to Fiberlink Communications Corporation that will provide the dial-up connect service for all long distance data calls whether originating in New Mexico, the United States, or the World (150 countries). All long distance data modem users (on travel, TDY, etc.) will be required to use this process if no other Internet access is available to them since the 1-888 and 1-800 numbers will no longer be active. The good news is that calling cards will no longer be needed since Fiberlink provides local numbers that users can call from their remote locations. Use of local numbers in remote locations will help to minimizes telephone line noise disruption and dropped calls.

All **remote long distance** dial-up data modem users will either have to use the Fiberlink client software and service for primary access, or use long distance to access LANL's local dial-up services 1-505-665-4114 as a last resort. The Fiberlink client software is available at esd.lanl.gov. Once the dial-up system changes are completed, all dial-up remote access will result in a connection within the Green Network. At this point, users may access e-mail via the Webmail client (http://webmail.lanl.gov) or users may access other Yellow Network services via the Cisco VPN service. Users will need their crypto-cards to log into these services. Note that the Cisco VPN client is available on ESD for Windows, Macintosh, and Linux systems.

The Fiberlink client software includes the phone book directory and user instructions for Windows and Macintosh systems but currently not for Linux systems. We are encouraging users to use web access where possible like Webmail to access your email or other internal Lab web servers and to use VPN only if they must get full access to the Yellow Network. The Fiberlink client software is now available on ESD for both Windows and Macintosh, but the Laboratory's existing long distance dial-up process will be discontinued October 3rd, 2005.

LOCAL SERVICE

Because of security concerns, the local dial-up function (665-4114) will move from the Yellow Network to the Green Network or Visitor Network. Users can then use Webmail as described above or, if necessary, use the Cisco VPN client if they require Yellow Network access. We will transition this service by September 6th, 2005.

ISDN SERVICE

The ISDN service that supports 665-6245 will be phased out at a later date. We will allow ISDN into the Visitor's Network until we can gracefully remove all users from ISDN service. This service will no longer be supported at the laboratory. These users will need to get a local service provider (DSL, cable, etc.) to provide the connectivity to the public Internet. For LANL business, the user must VPN into the laboratory using the Cisco VPN client software.

CISCO VPN/FIBERLINK CLIENT SOFTWARE

All users can go to esd.lanl.gov to download the Cisco VPN client software and the Fiberlink client software as well as instructions. If you need more information on the VPN client software, you can go to network.lanl.gov/security/vpn/ to get a simple explanation of VPN. CCN-DC will be supporting the VPN user calls for help, so you can access their web site at http://ccn-dc.lanl.gov/ or their help desk (5-4444 option 4) for customer support. They support Windows and Macintosh platforms. Linux on dial-up is not supported. The Fiberlink client support from the help desk will commence once the training process has been completed by August 1st, 2005.

MINIMUM REQUIREMENTS
As long as LANL users comply with the Information Architecture (IA) lab standards then their laptop or workstation computers will operate correctly with the Cisco VPN client software. The minimum system requirements to run the Fiberlink client software is:
(1). Pentium III, 300MHz processor, 256MB RAM, and 80MB of available hard disk space running Windows 2000 SP4, XP Professional or greater, Windows XP home SP1/2, and Windows compatible modem,
(2). Macintosh running 10.0 or greater, and

(3). Linux client software is not supported yet. However, there is a process for Linux users to obtain a list of phone numbers and login details for the location they will be trying to connect from. This list of numbers will be provided by the help desk when support becomes active.

QUESTIONS OR CONCERNS

Please let me know if the security modifications to the remote dial-up process is so restrictive that it severely impacts your ability to perform your duties so we can address your issues. Send e-mail to t.wyant@lanl.gov for more information.